



CDSS

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Welcome to the latest Administrator Certification Section (ACS) *Insider*! Our continuing goal is to share timely and relevant information about issues that affect the California Department of Social Services (CDSS), Community Care Licensing Division (CCLD) certified facility administrators and training vendors.

Please review and share this ACS *Insider* with members of your organization, as well as with others interested in training vendor or administrator certification information. We look forward to continuing to publish the *Insider* quarterly to strengthen partnerships with vendors and administrators.

HIGHLIGHTS OF THIS EDITION INCLUDE:

- *Legislation and Regulations Update*
- *ACS Spring Activities*
- *Important Updates and Information for Administrators*
- *Tips and Tools for Training Vendors*
- *Frequently Asked Questions (FAQs) and Best Practices*

LEGISLATION AND REGULATIONS UPDATE

The **updated ACS regulations** took effect January 1, 2016 and have now been incorporated into the California Code of Regulations and available via the [ACS website](http://www.cdss.ca.gov). Please take a look at the sections for your facility type. The updated **forms** are also available on the ACS forms page at www.cclcd.ca.gov/PG4912.htm.

Additionally, **two bills enacted** in 2015 took effect January 1, 2016, and have ACS impacts: SB 238 (Chapter 534, Statutes of 2015) and AB 403 (Chapter 773, Statutes of 2015). SB 238 made minor changes to the Group Home (GH) Core of Knowledge, and [AB 403](#) incorporated these and added a new Core of Knowledge (CoK) for a new category of GH facilities: Short-Term Residential Treatment Centers (STRTCs). The

ACS Advisory Committee will be meeting this spring to develop the recommended subtopics for the new STRTC CoK chart, and ACS will provide the draft on its website upon conclusion of the process.

While the STRTC regulations are developed, STRTCs will be governed by the statute and by interim standards anticipated to be in place by July 2016. ACS will be including in those STRTC standards the ACS procedures already used for GHs and other facilities (e.g., sections [84064.2 – 84064.5](#) and [84090 - 84093](#) of regulations) and the new draft STRTC CoK chart. ACS staff will then work with entities interested in becoming STRTC training vendors to provide initial or continuing education courses, and will also be developing the new STRTC administrator exam.

The text of proposed, pending, and prior legislation can be viewed at <http://leginfo.legislature.ca.gov/> and summaries of prior years' chaptered legislation related to Community Care Licensing are available at www.cclid.ca.gov/PG3063.htm.

ACS SPRING ACTIVITIES

- The ACS updated many of the informational documents on its **website** at www.cclid.ca.gov/pg471.htm to reflect the updated regulations. We encourage all administrators and vendors to regularly review this site to keep informed on ACS topics!
- As noted above, the ACS **Advisory Committee** (ACSAC) is meeting to review and revise the CoK chart for Group Homes and develop the new STRTC CoK chart. The updated draft charts will be available on the ACS website when the process is completed. ACSAC past meeting minutes are also posted on the ACS [website](#).
- ACS staff continue to **monitor** vendors' administrator training courses, and host periodic vendor conference calls to discuss current issues and topics of interest. Vendors are reminded to respond promptly when contacted by their analyst for information and scheduling of a course review.

IMPORTANT UPDATES AND INFORMATION FOR ADMINISTRATORS

- The new administrator **exam registration** procedures are in place and detailed on the ACS website (under Administrator Information – Testing) at www.cclid.ca.gov/PG4794.htm. Note that under the updated regulations, potential administrators must pass the exam within three attempts within the sixty days after completing the Initial Certification Training Program (ICTP).
- For the open book **RCFE administrator exam**, examinees will be provided appropriate materials to use during the exam. Use of outside materials is prohibited.

- For the **GH and Adult Residential Facility (ARF) exams**, examinees may **not** use any materials during the exam as these exams are **not** open book and criteria has not changed.
- At **all administrator exams**, examinees must show identification and a copy of their ICTP certificate, but do not leave copies of these with the proctor.
- When initially applying or when renewing a certificate, be sure to use the **updated LIC 9214 (1/16)** form which replaces both the prior LIC 9214 (12/12) and the LIC 9215. A checklist of current renewal requirements is included on page two of the form. All current **ACS-related forms** are available on the [ACS forms](#) page.
- Note that new administrators must include a copy of their high school **diploma** (or equivalent, or college diploma) with their initial application to document compliance with this qualifying requirement. See the LIC 9214 (1/16) on the [ACS forms](#) page.
- Administrators are reminded that for continuing education **courses taken beginning January 1, 2015**, ACS no longer accepts courses approved only by the Board of Registered Nursing (BRN), National Association of Long-Term Care Administrator Boards (NAB), Nursing Home Administrator Program (NHAP) or the California Board of Behavioral Sciences (BBS). And, for **courses taken beginning January 1, 2016**, ACS only accepts those approved by CDSS (or Regional Centers, where applicable) toward administrator certificate renewal requirements. See sections 84064.3(b) (GH), 85064.3(b) (ARF) or 87407(b) (RCFE) of the updated [regulations](#) for details.
- Administrators are reminded that ACS cannot accept certificates for **partially completed courses**. For example, if a course has been approved for five hours, ACS cannot accept a certificate for completing three hours of that course.

TIPS AND TOOLS FOR TRAINING VENDORS

- Vendors are reminded to review the updated **ACS regulations** for details of process changes affecting [vendor and course](#) approvals. The [Winter 2015-16 Insider](#) also included a summary of key changes.
- All **RCFE ICTPs** must now include a minimum of 20 hours of instruction by an instructor (or instructors) who meet the criteria in regulation Section [87785\(i\)\(7\)\(D\)](#).
- Vendors are reminded to not print and distribute hard copies of the **exam schedule** as it changes frequently and without notice. Please refer applicants to the ACS [website](#) to view the current schedule. Vendors are similarly discouraged from distributing hard copies of **ACS forms** as they also change. While you might provide them copies as samples, please refer students to the [ACS forms](#) page to find the latest version when filing their application.

- A **sample scantron** exam answer sheet is posted on the [ACS website](#). Vendors can use this to help applicants familiarize themselves with the actual exam process.
- Vendors are not permitted to register applicants for an exam. Applicants must register for themselves with a unique and individual email address, per the **exam registration** instructions on the [ACS website](#).
- ICTP vendors are encouraged to remind course participants of the new time limit of 60 days from completion of the ICTP for submitting good cause **extension requests** for taking the exam and/or submitting the application. An updated model extension request is available on the [ACS website](#).
- Vendors are reminded not to issue certificates for **partial course completion** (e.g., three hours of an approved five-hour course) as these will be rejected.
- Regulations require that all vendors submit their **course schedules** at least one quarter in advance. So all vendors should now be submitting their schedules for the second quarter of 2016. If the schedule changes (cancellations, additions), please notify your vendor analyst.
- The ACS regulations also now require renewing administrators to take a one-hour course in **cultural competency** and sensitivity in issues related to the lesbian, gay, bisexual and transgender community if their ICTP did not include this. Few vendors are offering such courses at this time, so if you'd like to offer one, please submit a course proposal to your vendor analyst.

SUMMARY

If you have any questions, suggestions, or best practices to share, please call the ACS main line at (916) 653-9300 or email AdminCertInfo@dss.ca.gov. You can also visit the main CCLD website at <http://www.CCLD.ca.gov> for CCLD office locations, laws, regulations, Information Releases or to learn more about licensing services in general.

Sincerely,

Original signed by

PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

Attachment



FREQUENTLY ASKED QUESTIONS (FAQ) & BEST PRACTICES

This section is dedicated to sharing questions and information so that we can all learn and exchange knowledge!

From administrators:

Question: The check for my administrator certificate renewal was cashed but I haven't received my certificate. How long does it take?

Response: *The checks are cashed upon receipt pursuant to State accounting requirements, but due to the recent high application volumes and ACS staff turnover, review of administrator applications is currently starting about 90 days after the check is cashed. To assess where your application is in the queue, please see the "Application Processing Dates" on the ACS website at www.cclcd.ca.gov/pg471.htm. Please wait to email AdminCertInfo@dss.ca.gov or to call ACS (916-653-9300) until after the likely receipt date of your application is posted there, and please only leave one message.*

Question: I submitted my renewal application late because I never received the 90-day reminder letter. Why am I being charged a late fee?

Response: *Renewal applications postmarked after the certificate expiration date are late and require payment of the \$300 delinquent fee instead of the \$100 renewal fee. Not receiving a reminder letter does not waive the requirement to renew on time. Per regulations, administrators must report to ACS any address change within 30 days (and this helps ensure you will receive reminder notices). Note that replacing a certificate not received due to an unreported address change is subject to the \$25 replacement fee.*

Question: How and where do I get fingerprinted for ACS?

Response: *You can be fingerprinted at any Livescan location or many police departments but in all cases you need to use the form LIC 9163 (3/11) to ensure your information is submitted to the Department's background check system. "Background Check Instructions" including examples of how to complete the required LIC 9163 and LIC 508 forms are in the Applications section at www.cclcd.ca.gov/PG4794.htm.*

From training vendors:

Question: I want to be an ICTP vendor for the new STRTC administrators. When can I submit my application?

Response: *As discussed in the Legislation and Regulations section above, the new STRTC Core of Knowledge charts and procedures should be available this summer. Please watch the [ACS website](#) for further information before submitting an application.*